# GOVERNMENT OF INDIA
# FINANCE
# LOK SABHA

UNSTARRED QUESTION NO:4964
ANSWERED ON:25.08.2000
TIMINGS OF BANK BRANCHES
CHINTAMAN NAVSHA WANAGA

**Will the Minister of FINANCE be pleased to state:**

(a) whether working hours of some branches of Public Sector Banks have been extended in Delhi and outside;

(b) if so, the names of such branches, bank-wise and State/Union Territory-wise with details of services available to customers during extended hours including lunch timings;

(c) whether the Government propose to extend the working hours of the remaining branches of Public Sector Banks during current and next years;

(d) if so, the names of such branches, State/Union Territory-wise and bank-wise;

(e) whether Government propose to ask each branch of all Public Sector Banks to display the time limit for each service being provided by them, and

(f) if so, the time by which it is likely to be done?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL)

(a) Yes, Sir.

(b),(c)&(d) : The decision regarding extension of working hours is taken by individual banks on operational and commercial considerations having regard to the needs of the customers served by each such branch. Detailed information regarding the branches bank-wise and State/Union Territory-wise with the details of services provided, working hours and lunch timings are not maintained by the Government of India or the Reserve Bank of India since these are managerial issues to be determined by the management of the banks concerned at different levels.

(e) & (f) : Banks have been advised by Reserve Bank of India that time norms for specified business transactions should be displayed prominently in the branch so that it attracts the customers` attention as well as that of the employees for adherence.